

Information Systems Advisory Body

County of Los Angeles



February 2, 2012

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FROM: John Rugg, Director
Information Systems Advisory Body

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 06-1376 (N06-0223) FOR LAN AND NETWORK MANAGEMENT

This letter is to notify you of our intent to request the Internal Services Department (ISD) to extend ITSSMA Work Order 06-1376 previously (N06-0223) with Endeavor Systems Consultants, from December 31, 2012 through March 29, 2014 and add \$300,000 to bring the new total to \$889,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects and or services that will exceed \$300,000.

BACKGROUND

The Information Systems Advisory Body (ISAB) maintains a VMWare-based development infrastructure that includes Windows 2003 servers running IIS, Exchange, Active Directory and LDAP; database servers running Oracle and SQL Server; a Citrix Application Delivery server for the ISAB Law Library; IBM Websphere and Oracle application Servers; Global 360's Case Manager and FYI ECM application suites; a training room with 18 work stations; and desktop / laptop support for 7 users.

In addition, ISAB also maintains multiple production systems in the County's data center supporting the Criminal Justice community. These systems support ISAB's Consolidated Criminal History, Message Broker and Enterprise Content Management efforts.

In support of the above mentioned infrastructure, the services of Endeavor Systems Consultants, Inc. were retained via a competitive bid by the Internal Services Department (ISD). Endeavor Systems Consultants, Inc. was selected as the lowest priced qualified bid at \$77.00 per hour.

SCOPE OF WORK

The scope of work includes, but is not limited to, the following.

- **Network Server Administration.** Takes direction from and works in conjunction with Project Manager to resolve day-to-day MS Server 2003 problems and add enhancements.
- **Exchange Systems Administration.** Takes direction and works in conjunction with the Project Manager to resolve day-to-day MS Exchange and Outlook problems, problem reporting, remediation; and other troubleshooting.
- **Back up and Disaster Recovery.** Confirms strict daily, weekly and monthly backup routines for all servers. Assists with ongoing disaster recovery related activities, including updating the documentation of all servers and application configurations, security settings, backup and recovery.
- **Evaluate New Products & Services.** Evaluate, test and provide detailed reports and recommendations on new hardware and software applications, and services where necessary or requested by Project Manager.
- **Risk Management.** Assist in the operating system and Back Office updates and patching, Symantec Endpoint Protection, and Symantec Brightmail Spam control to ensure integrity of the systems.
- **Mentoring and Knowledge Transfer.** Provides technical knowledge and support for Executive Office data center activities where necessary. This will include coaching desktop and other IT users in the use of the following software: Microsoft Exchange, Microsoft Server 2003, network connectivity and troubleshooting.

JUSTIFICATION

The Information Systems Advisory Body (ISAB) maintains a robust development infrastructure that includes Windows 2003 servers, Exchange, Active Directory and LDAP; database servers running Oracle and SQL Server; a Citrix Application Delivery server for the ISAB Law Library; Websphere and Oracle application Servers; Global

360's Case Manager and FYI ECM application suites; a training room with 18 work stations; and desktop / laptop support for 7 users.

Support for the ISAB development environment is currently outsourced to ISD. Currently, ISD resources are not available to perform this work. Extension of this Work Order will augment ISD resources to continue to provide ISAB with server and network management in maintaining the above mentioned infrastructure.

FISCAL IMPACT

The Consultant hourly rate will remain the same through the Amendment period. The additional funds of \$300,000 combined with the prior amount of \$589,000 create a new total maximum amount of \$889,000 and is included in ISAB's Fiscal Year 2011-2012 budget. No new net county costs are being requested for this extension.

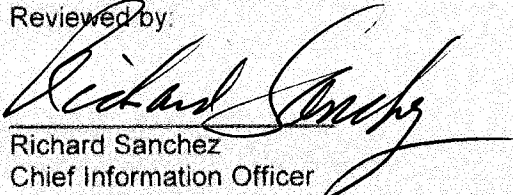
The ISAB will not request any additional extensions or increases to the dollar amount for Work Order 06-1376 (N06-0223).

There is a two-week timeline from the date of this notice for Board review and comment. If none is received, ISAB will notify ISD to proceed with the Amendment. If there are any questions regarding this matter, please contact Felix Basadre at (562) 403-6505.

JR:FB:pf

c: Chief Executive Officer
Executive Office, Board of Supervisors
Director, Internal Services Department

Reviewed by:


Richard Sanchez
Chief Information Officer

2-3-12
Date